

# Confidential Waste Uplift Services User Manual

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## 1. Introduction

- 1.1** The University Procurement and Sustainability teams have implemented a contract with Shredall Ltd for all confidential waste uplift services. This contract is effective from 6<sup>th</sup> October 2017 for a period of two years, expiring 5<sup>th</sup> October 2019. It is the University's intention that all confidential waste requirements go through this contract and Shredall Ltd, and no other confidential waste supplier is used. We are confident that this contract provides a leaner and more streamlined service for the University, and is also a more cost effective solution for an integral service required University-wide.
- 1.2** The purpose of this User Manual is to inform staff of the confidential waste uplift process, which has been in effect University-wide since October 2017. Please see below for full details of this process.

## 2. Uplift Days and On-site Shredding

- 2.1** Under the process, there is one uplift day per month, which is the first Tuesday of every month. Users should record their uplift requirement via the SharePoint form before 5pm on the Thursday before the collection date. The final requirement report is then issued to Shredall Ltd on the Friday before collection. Shredall Ltd performs on-site shredding for all requirements. The cut-off and uplift dates for current academic year are available in then Documents section on [SharePoint](#).

### 3. Scheduling an Uplift

3.1 To register your uplift request, please follow the below link:

[Uplift Request Form](#)

This form can be used to record your uplift requirement, as well as for ordering new receptacles to your office, for which a separate request has to be created. Departments are encouraged to consider moving away from using shredding bags as other types of receptacles provide a more secure storage of confidential waste documentation, including enhanced GDPR compliance.

Details of Shredall's available waste receptacles can be found on SharePoint:

[Shredall Storage Examples](#)

The University is charged per receptacle, not per weight, therefore storage options such as consoles and lock & slot bins provide better value as they are easier to fill compared to bags.

These receptacles will be delivered free of charge by Shredall Ltd. Once you have made your request, this will be collated into a monthly report by Sustainability team, and will be forwarded onto Shredall Ltd for their action.

3.2 Staff should also note that Shredall Ltd can offer PCI-DSS compliant shredding. You can register the need for this service via the SharePoint form through the free text field at the bottom of the form.

### 4. Unscheduled Uplifts

4.1 It is University policy that all required confidential waste uplifts are added to the scheduled uplift day. However, for unexpected large uplift requirements, please email the Confidential Waste mailbox on [confidential.waste@strath.ac.uk](mailto:confidential.waste@strath.ac.uk) who will be able to assist with your request.

4.2 Staff should note that a minimum unscheduled uplift quantity of 10 bags (at 25kg each) will apply in order to avoid the minimum callout charges.

## 5. Invoicing

5.1 Staff should note that, under this process, a centralised budget is managed within Finance. Therefore, departments will not be individually charged for their uplift requirements. Staff are encouraged to be mindful of this when arranging their uplift requirements, and to ensure that all requirements are registered on the scheduled uplift day where possible.

## 6. Reporting of Issues & Contact Details

6.1 A dedicated Confidential Waste mailbox has been set up within the Procurement and Sustainability teams for any queries and issues. Please contact [confidential.waste@strath.ac.uk](mailto:confidential.waste@strath.ac.uk) to discuss these queries. We can escalate any issues or service needs with Shredall Ltd on your behalf.

6.2 For further information and useful links, please see the dedicated [SharePoint site](#) or access the [Confidential Waste webpage](#).